

## CLAIMS:

What is claimed is:

- 5     1. A method of converting and comparing disparate numerical survey scores comprising:  
receiving at least one survey score on a first response scale;  
receiving at least one survey score on a second response scale; and,  
converting each received survey score to a common response scale.
- 10    2. The method of claim 1 further comprising standardizing the number of responses.
3. The method of claim 1 further comprising converting each received survey score to a primary mean score.
- 15    4. The method of claim 3 further comprising resampling each primary mean score to form a mean score distribution.
5. The method of claim 4 further comprising providing statistical tests of differences between primary scores.
- 20    6. The method of claim 4 further comprising mapping individual scores from the mean score distribution.
7. The method of claim 6 wherein the mapped scores are transmitted to at least one service  
25    provider.
8. The method of claim 6 wherein the mapped scores are utilized for assessing at least one service or product provider's performance.

9. A computer program product on a computer useable medium, for use in a data processing system for converting and comparing disparate numerical survey scores, the computer program product comprising:

first instructions for receiving at least one survey score on a first response scale;

5 second instructions for receiving at least one survey score on a second response scale;

and,

third instructions for converting each received survey score to a common response scale.

10 10. The computer program product of claim 9 further comprises instructions for standardizing the number of responses.

11. The computer program product of claim 9 further comprises instructions for converting each received survey score to a primary mean score.

15 12. The computer program product of claim 11 further comprises instructions for resampling each primary mean score to form a mean score distribution.

13. The computer program product of claim 11 further comprises instructions for providing statistical tests of differences between primary scores.

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14. The computer program product of claim 12 further comprises instructions for mapping individual scores from the mean score distribution.

25 15. The computer program product of claim 14 further comprises instructions for transmitting the at least one mapped score to at least one service provider.

16. The computer program of claim 14 further comprises instructions for assessing at least one service or product provider's performance.